

Enhanced Access Review Committee Agenda
October 21, 2009
2 PM – Room 224

1. Approval of the August 19, 2009 Enhanced Access Review Committee Meeting Minutes
2. New Neighborhood Organization/Home Owner Associations/Faith Based Waiver Requests
 - a. New Beginning Missionary Baptist Church – registered
 - b. Cumberland Lakes Home Owners Association – not registered
3. Enhanced Access Waiver Requests
 - a. Superior Court III Morgan County
 - b. Concord Community Development Corporation
 - c. Mapleton-Fall Creek Development Corporation
4. LoGO Indiana Director's Report
5. LoGo Annual Work Plan
6. Prioritization Process – Amber Craig
7. Treasurer's Report
8. Other Business
 - a. Monthly Meetings for 2010
 - b. Move Meeting up to accommodate IT Board Agenda

The next Enhanced Access Review Committee Meeting is scheduled for December 16, 2009

**Enhanced Access Review Committee
Meeting Minutes
August 19, 2009
Room 224 – 9:00 A.M.**

In Attendance: Mr. Swenson, representing the Department of Metropolitan Development, Mr. Bowes, representing the Marion County Assessor's Office; Mr. Rodman representing the Marion County Treasurers Office; Mr. Mendez, representing the Office of Finance and Management; Ms. Nussmeyer, representing the Marion County Clerk's Office; Ms. Breaux, representing the Auditor's Office; Ms. Pero, representing the Recorder's Office; Mr. Petrecca, representing ISA; Ms. Guilfooy, Ms. Morehouse, and Mr. Carey, representing LoGo Indiana; Ms. Schultheis, Legal Counsel; Dan Norris, Layne Young, Stuart Lowry, Helen Watts, Lisa Lemming, Leslie Power, Angie Daniel, Dee Dickerson, Nicole Randol

Based on the Committee having nine members, eight active members, five constitutes a quorum. Mr. Swenson called the meeting to order at 2:04. Mr. Swenson asked for introductions.

Approval of the July 15, 2009 EARC Minutes

Mr. Rodman made a motion to approved the July 15, 2009 Enhanced Access Review Committee Minutes. The motion was seconded by Ms. Breaux and carried unanimously.

New Waiver Requests

- a. Willard Park of Holy Cross Westminster Civic Alliance - Registered
- b. Timberfield Homeowner's Association – not registered
- c. Avalon Betterment Club – not registered
- d. Southeast Neighborhood Development, Inc.
- e. Indy-East Asset Development
- f. Hamilton County Community Corrections
- g. Tippecanoe County Probation Department
- h. Johnson County Prosecutor's Office

Ms. Morehouse presented the waiver requests from neighborhood organizations requesting access to property information. Access is limited to three individuals. Mr. Petrecca made a motion to approve Willard Park of Holy Cross Westminster Civic Alliance. The motion was seconded by Mr. Rodman and carried unanimously.

Ms. Morehouse presented the Southeast Neighborhood Development Inc. and Indy-East Asset Development which have received waivers for access to property information at prior Enhanced Access Review Committee Meetings.

The applicants are currently requesting additional access to permit, court, police and sheriff online services, treasurer/auditor/assessor property information. Approval is contingent on custodial agency approval. Mr. Bowes made a motion to approve the waiver requests provided custodial agency approval is granted. The motion was seconded by Mr. Rodman and passed unanimously.

Ms. Morehouse stated that the Timberfield Homeowner's Association and Avalon Betterment Club requests are for access to property information only. Mr. Mendez moved to approve the waiver requests subject to the applicant's registering the neighborhood association within 30 days. The motion was seconded and carried unanimously.

Ms. Morehouse presented the waiver requests for Hamilton County Community Corrections, Tippecanoe County Probation Department and Johnson County Prosecutor's Office which are requesting access to court documents and criminal history records with more than 30 searches per month. A motion was made by Mr. Mendez to approve the waivers requests contingent upon custodial agency approval. The motion was seconded by Mr. Rodman and carried unanimously.

Parks Active Network/Class – Registration & Facility Scheduling Software

Mr. Young presented the Parks Active Network request stating the initiative has been in the making for the past several years. The IndyParks is looking to offer services similar to commercial businesses such as TicketMaster. The application would provide Internet Registration for IndyParks Customers. Internet Registration is defined as: from the internet a person can search, review, select, commit (by payment with credit card) and receive confirmation by email IndyParks programs and services without staff intervention.

Mr. Young discussed information provided on a handout. The initiative will use CLASS internet web interface, creating a timely new and innovative service. Second, CLASS remote secure payment server will be used to manage credit card transaction. Third, CLASS will allow processing of all credit card transactions (to include walk-ins), thus consolidating the number of credit card vendors to one. Four, develop a series of reports (data drops or interface) for FAMIS/CLASS reconciliation.

IndyParks will pay the start-up costs using 2009 budget funds. Active Network will collect a fee + \$1.00 convenience fee (previously approved by the Enhanced Access Review Committee for all registration transactions). All money will be sent to IndyParks. Mr. Young explained large transactions (group activity) were backed out which lowered cost. The initiative includes \$1.00 convenience fee with no new charges or new transaction fees. Funds are already in the Parks budget with some ISA dollars and service fees built in.

Ms. Schultheis referenced 285-308 of the Municipal Code, Enhanced Access proposals. Any public agency desiring to provide enhanced access shall first submit a statement to the enhanced access review committee. Ms. Schultheis continued with Part b which indicates within 10 days after receipt of the statement required by subsection (a) the review committee shall notify the submitting agency . . . that the proposed enhanced access is not within the scope of the board's authority.

The IndyParks request provides for a reasonable fee structure. They are sole custodian, not executed joint, a similar product is not already offered nor is there a similar enhanced access end product being provided by any other public agency. The request is an efficient use of resources.

Mr. Bowes asked what aspect of government is in this request. Ms. Schultheis offered government services. IndyParks offer classes and provides facilities for the public. Mr. Young continued with discussion as to why IndyParks did not partner with LoGo Indiana and why are they not asking for money for the interface. Due diligence indicated the best solution was to go with the host solution which Parks staff have been working with for quite some time. Mr. Petrecca asked for clarification that the Active Network payment module will be on the internet and Parks will continue maintaining it. Ms. Schultheis discussed compatibility issues with LoGo Indiana and Active Network as well as duplication that would result should IndyParks partner with LoGO. LoGo was considered for just the payment portion as a compromise. Ms. Guilfooy offered IndyParks has a vendor. The needs were not feasible for LoGo on this project. Mr. Young explained the project will minimally impact fees. For 2008, the total will be approximately \$70.00. Mr. Swenson clarified IndyParks is not asking for funds. The Committee needs to determine if the request should come before the Enhanced Access Review Committee. Ms. Schultheis added if the applicant has met the criteria according to Municipal Code, the Committee could outside of authority could recommend or the committee could submit the request is within their authority and recommend fees reasonable using someone else's data. Mr. Bowes asked if the set fee schedule for information services is separate from credit card convenience fees. Mr. Mendez asked Ms. Watts if she were present in support of the request on behalf of the Office of Finance and Management. Ms. Watts stated she was.

Mr. Schultheis reminded the Committee the one dollar has already been approved by the Enhanced Access Review Committee as an acceptable fee in recreational centers. Mr. Bowes asked if IndyParks is covering the \$40,000 or is the Committee approving the dollar amount. The Committee is to determine if the proposed enhanced access is within the scope of the Committee. Mr. Swenson was concerned with IndyParks maintaining the fee and asked how that has been addressed in the past. Ms. Schultheis referenced 285-307 Powers and Duties of the Enhanced Access Committee.

Mr. Bowes moved to approve the proposal. The motion was seconded by Mr. Petrecca and passed unanimously.

Business Licensing

Ms. Randol presented the Business Licensing request. After a brief discussion, the Committee agreed the request does not fall under 'enhanced access' and the request was withdrawn.

LoGo Directors' Report

Ms. Guilfooy presented the Directors' Report. During the month of July, LoGO Indiana collected almost 2.1 million in statutory fines and fees for City and County partners. Deposits for July resulted in a new Portal record and are largely due to the new property tax payment application, which processed almost 1 million dollars for the Treasurer's Office. Portal transactions were up from June 2009 by just over 4,000 total transactions. LoGO began work on credit card validation for all legacy JAVA applications. This functionality will validate the credit card against the address and zip code inserted with the card information and will be available in September. LoGo delivered two example Public Service Announcements to members of the Enhanced Access Review Committee. The public service announcements will be distributed to Channel Sixteen and other news outlets. Mr. Petrecca offered that LoGo and Channel 16 have been working with ISA to produce Public Service Announcements to broadcast on cable and commercial stations. The PSAs will advertise online services. The Marion County Recorder offers some PSAs as does the Clerk's Office.

Treasurers Report

Mr. Rodman presented the Treasurer's Report. The two outstanding requests for use of Enhanced Access Funds have not gone through. Mr. Rodman offered Enhanced Access Funds available for the Clerk's Office, \$6,370; the County Recorder's Office, \$158,788.41; and the County Treasurer, \$63,000.

Mr. Bowes asked what the percentage is in the agreement and is the 80% rule set in stone. The Committee can still adjust that amount. Mr. Swenson offered that amending the 80/20 division would require another resolution and IT Board approval.

Mr. Bowes expressed concerns in applications such as in PVD there are certain data sets. Down the road, requests for information may require the manipulation of data rather than adhoc reporting. Mr. Bowes inquired how is the cost to the customer determined and stated those types of requests are not addressed by this Committee. Does the Committee know what the practice is across the enterprise? Mr. Rodman asked how would the Committee capture that information. Ms. Nussmeyer shared that in the Clerks Office more often than not

the customer withdraws the request given the quote. Ms. Nussmeyer asked what public information is. Ms. Schultheis commented that she has researched what enhanced access entails. A code definition was passed out earlier and offered information that may be accessed by the individual and does not require employee interaction to provide. A Public Records Request differs as it may not necessarily be an enhanced access request. A Public Records Request could require reprogrammable data due to disclosure restrictions and not be in system. There would be a charge for the information but not necessarily a fee.

Ms. Swenson suggested contacting the Controller's Office regarding incoming revenue from charges for information. Mr. Bowes offered redefining user fee for public access including information on discs, faxes, etc.

Other Business

Mr. Swenson resigned as Chairman of the Enhanced Access Review Committee. Mr. Swenson commented he has enjoyed his time on the Committee and stated that now is a good time to resign. The contract negotiations are complete. The enterprise is in good shape which is important to the City. Mr. Swenson explained his current role is in Transportation Planning and requires additional time. Mr. Rodman shared the Committee has been honored to have Mr. Swenson as chair. Mr. Swenson provided history and experience other Committee members do not have. Mr. Swenson added the RFP process provided a huge learning experience and the Selection Group proved to be a very informational group.

The meeting adjourned 3:30. The next scheduled meeting of the Enhanced Access Review Committee is October 21, 2009.



ENHANCED ACCESS REVIEW COMMITTEE

DIRECTOR'S REPORT

September 2009

Submitted by:

Ami Guilfooy, President, Local Government Online Indiana
General Manager, IndyGov.Biz
10 West Market Street, Suite 600 Indianapolis, IN 46204
Tel. 317.234.1549

Project Highlights

- During the month of September, LoGO Indiana collected nearly \$1.3 million in statutory fines and fees for our City and County Partner. Year to date, over \$10 million has been deposited to City/County agencies.
- LoGO Indiana deposited \$11,471 from the Portal profits into EARC Revenue Share account for the month of September.
- Portal transactions were up from August 2009 by just over 2,000 transactions. This is principally due to an increase in civil and criminal court and property tax payment services. Portal transactions are slightly up with 41,295 transactions in September 2009 as compared to 40,232 transactions for the same month in 2008.

Development Highlights

- LoGO deployed a new eCheck payment service for Property Tax Payments. This is the first service on the Portal to utilize this payment option and is expected to be a popular customer choice.
- LoGO completed development of the Property Tax IVR solution which deployed on 9/29. The new solution will provide a more user-friendly system including additional validation steps for customers to confirm the correct property and amount. Service volume is expected to increase after property tax bills are sent in late October.

- LoGO began work on credit card validation for all legacy JAVA applications and completed the setup for Traffic Ticket Payments. This functionality validates the credit card against the CVV code inserted with the card information.
- LoGO began development work on the Boards & Commissions application on 9/9. Deployment is targeted for mid-November.

Customer Service Highlights

- LoGO received seven new waiver request for the month of September
- LoGO updated the subscriber billing process to allow customers to view their bill totals each day rather than at the end of the month.

Marketing Highlights

- LoGO worked with members of the EARC to update the new Portal Website design to include updated agency logos.
- LoGO is working with the Treasurer's Office on marketing payment services. First is an update to the Treasurer's website to replace the old IVR number with the new Property Tax IVR phone number. Next, LoGO will provide handout cards with information on the Web and IVR payment options for the Property Tax Payments Service.

INDYGOV.BIZ AT A GLANCE

Private and Confidential, Not for Distribution

SEPTEMBER 2009	
Subscribers	1,683

INDYGOV.BIZ FINANCIALS

	SEPTEMBER 2009	YTD 2009
Revenues	\$1,122,506	\$1,122,527
Cost of Revenues	\$165,209	\$165,209
Adjusted Gross Revenue	\$957,297	\$957,319
Enhanced Access Revenue Share	\$95,749	\$95,749
Operating Expenses	\$1,026,506	\$1,026,506
Total Expenses	\$1,122,255	\$1,122,255
Net Income/Loss –Before Taxes	(\$26,258)	(\$164,936)
Income Tax (Fed., State, Deferred)	(\$15,823)	(\$15,823)
Net Income/Loss	(\$42,081)	(\$149,113)

THREE MONTH APPLICATION REVENUE SNAPSHOT

Private and Confidential, Not for Distribution

ACTIVITY	July 2009			August 2009			September 2009			2009 Year-to-Date		
	Trans	Ci/Co Rev	LoGO Rev	Trans	Ci/Co Rev	LoGO Rev	Trans	Ci/Co Rev	LoGO Rev	Trans	Ci/Co Rev	LoGO Rev
Criminal Court Services												
Name Search Sub	10,657	\$0.00	\$21,312.00	10,820	\$0.00	\$21,640.00	10,901	\$0.00	\$21,802.00	85,653	\$0.00	\$171,224.00
Name Search Sub CC*	615	\$0.00	\$1,857.42	601	\$0.00	\$1,808.46	592	\$0.00	\$1,805.40	5,519	\$0.00	\$16,725.96
Case Summary Sub	4,208	\$0.00	\$21,030.00	3,056	\$0.00	\$15,280.00	3,637	\$0.00	\$18,185.00	26,400	\$0.00	\$131,890.00
Case Summary CC*	212	\$0.00	\$1,285.20	201	\$0.00	\$1,230.12	179	\$0.00	\$1,095.48	1,948	\$0.00	\$11,897.28
Party Booking Sub	79	\$0.00	\$395.00	69	\$0.00	\$345.00	89	\$0.00	\$445.00	700	\$0.00	\$3,500.00
Party Booking CC	39	\$0.00	\$238.68	30	\$0.00	\$183.60	25	\$0.00	\$153.00	235	\$0.00	\$1,419.84
Total	15,810	\$0.00	\$46,118.30	14,777	\$0.00	\$40,487.18	15,423	\$0.00	\$43,485.88	120,455	\$0.00	\$336,657.08
Civil Court Services												
Case Summary Sub	6,782	\$0.00	\$33,910.00	6,926	\$0.00	\$34,630.00	7,041	\$0.00	\$35,200.00	61,345	\$0.00	\$306,705.00
Case Summary CC*	365	\$0.00	\$2,215.44	357	\$0.00	\$2,172.60	407	\$0.00	\$2,466.36	3,473	\$0.00	\$21,016.08
Judgments Sub	494	\$0.00	\$1,482.00	492	\$0.00	\$1,476.00	557	\$0.00	\$1,668.00	6,368	\$0.00	\$19,101.00
Judgments CC*	52	\$0.00	\$212.16	82	\$0.00	\$334.56	59	\$0.00	\$236.64	522	\$0.00	\$2,111.28
Summons	3,544	\$0.00	\$3,544.00	2,590	\$0.00	\$2,590.00	2,967	\$0.00	\$2,967.00	32,836	\$0.00	\$32,836.00
Tax Warrant	619	\$0.00	\$619.00	564	\$0.00	\$564.00	614	\$0.00	\$614.00	6,346	\$0.00	\$6,346.00
Tax Satisfaction	189	\$0.00	\$189.00	186	\$0.00	\$186.00	264	\$0.00	\$264.00	1,993	\$0.00	\$1,993.00
Traffic Tickets	4,736	\$770,107.40	\$18,978.47	4,526	\$738,678.32	\$17,629.58	5,008	\$828,061.50	\$21,668.42	35,169	\$5,626,781.07	\$145,348.63
Traffic Court OTC	744	\$141,944.40	\$3,596.38	590	\$108,803.50	\$2,700.38	647	\$122,095.50	\$3,101.37	5,966	\$1,167,158.93	\$29,555.25
Environmental Court OTC	10	\$2,873.00	\$67.66	0	\$0.00	\$0.00	0	\$0.00	\$0.00	32	\$7,707.00	\$186.78
Total	17,535	\$914,924.80	\$64,814.11	16,313	\$847,481.82	\$62,283.12	17,564	\$950,157.00	\$68,185.79	154,050	\$6,801,647.00	\$565,199.02
Permit Services												
ROW	386	\$21,438.00	\$1,544.00	270	\$22,814.00	\$1,080.00	380	\$22,059.00	\$1,520.00	2,717	\$207,995.00	\$10,868.00
Electrical	171	\$17,060.11	\$684.00	207	\$24,951.26	\$828.00	198	\$32,516.15	\$792.00	1,364	\$146,757.71	\$5,456.00
Heating & Cooling	447	\$20,534.04	\$1,788.00	403	\$18,973.72	\$1,612.00	389	\$20,470.49	\$1,556.00	3,596	\$153,116.37	\$14,384.00
Plumbing	83	\$6,088.29	\$332.00	87	\$7,890.67	\$348.00	78	\$8,076.39	\$312.00	615	\$47,461.16	\$2,460.00
Sewer	23	\$7,470.00	\$92.00	23	\$10,690.00	\$92.00	41	\$7,915.00	\$164.00	241	\$37,197.00	\$964.00
Electrical self-c tags	6	\$3,333.00	\$18.00	8	\$2,226.00	\$24.00	6	\$1,176.00	\$18.00	58	\$17,847.00	\$174.00
Structural	35	\$8,673.43	\$140.00	77	\$15,819.10	\$308.00	63	\$13,215.28	\$252.00	257	\$71,540.78	\$1,028.00

Master	2	\$1,250.75	\$22.00	3	\$1,859.75	\$33.00	1	\$602.85	\$11.00	40	\$15,332.00	\$440.00
Permitting OTC	308	\$81,319.19	\$1,940.54	284	\$86,165.59	\$2,015.89	274	\$84,682.31	\$1,972.12	2,374	\$679,950.71	\$16,015.74
Contractor License Renewal	3	\$945.00	\$28.08	0	\$0.00	\$0.00	0	\$0.00	\$0.00	38	\$11,655.00	\$346.32
Property Owner Filing	4	\$100.00	\$22.40	8	\$200.00	\$44.80	4	\$100.00	\$22.40	65	\$1,400.00	\$313.60
Property Owner Issue	2	\$80.00	\$1.60	5	\$310.00	\$6.20	4	\$215.00	\$4.30	25	\$1,915.00	\$38.30
Total	1,470	\$168,291.81	\$6,612.62	1,375	\$191,900.09	\$6,391.89	1,438	\$191,028.47	\$6,623.82	11,390	\$1,392,167.73	\$52,487.96

Property Services

Property Records	3,973	\$0.00	\$11,916.00	3,017	\$0.00	\$9,051.00	2,967	\$0.00	\$8,901.00	31,530	\$0.00	\$94,581.00
Prop Records CC*	314	\$367.20	\$1,264.80	286	\$0.00	\$1,154.64	321	\$0.00	\$1,309.68	3,197	\$954.72	\$12,966.24
Prop Owner History	583	\$0.00	\$583.00	811	\$0.00	\$811.00	914	\$0.00	\$914.00	6,666	\$0.00	\$6,666.00
Prop Owner History CC*	146	\$77.52	\$297.84	124	\$0.00	\$248.88	152	\$0.00	\$310.08	1,187	\$208.08	\$2,405.16
Parcel History	103	\$0.00	\$103.00	95	\$0.00	\$95.00	179	\$0.00	\$179.00	1,605	\$0.00	\$1,605.00
Parcel History CC*	34	\$18.36	\$67.32	29	\$0.00	\$57.12	37	\$0.00	\$75.48	259	\$36.72	\$505.92
Property Tax Payments	2,261	\$953,706.72	\$10,678.90	180	\$55,061.54	\$1,330.76	332	\$86,722.22	\$2,110.86	3,058	\$1,187,853.83	\$14,120.52
MCSO Sale - Big	11	\$110.00	\$33.00	13	\$130.00	\$39.00	8	\$80.00	\$24.00	82	\$794.00	\$246.00
MCSO Sale - Small	12	\$24.00	\$12.00	7	\$14.00	\$7.00	5	\$10.00	\$5.00	96	\$192.00	\$96.00
MCSO Sale - Big CC*	57	\$550.00	\$235.40	43	\$430.00	\$184.04	45	\$450.00	\$192.60	515	\$5,050.00	\$2,161.40
MCSO Sale - Small CC*	35	\$68.00	\$70.72	28	\$56.00	\$58.24	31	\$62.00	\$64.48	270	\$536.00	\$557.44
MCSO Property Sold List	8	\$80.00	\$16.00	2	\$20.00	\$4.00	0	\$0.00	\$0.00	45	\$450.00	\$90.00
MCSO Prop Sold List CC	14	\$140.00	\$45.64	11	\$110.00	\$35.86	5	\$50.00	\$16.30	97	\$970.00	\$316.22
Total	7,551	\$955,141.80	\$25,323.62	4,646	\$55,821.54	\$13,076.54	4,996	\$87,374.22	\$14,102.48	48,607	\$1,197,045.35	\$136,316.90

Police/Sheriff Services

Limited Criminal	65	\$650.00	\$325.00	79	\$790.00	\$395.00	149	\$1,490.00	\$745.00	1,139	\$11,225.00	\$5,695.00
Limited Criminal - CC	46	\$400.00	\$293.60	44	\$320.00	\$234.88	23	\$230.00	\$168.82	209	\$1,840.00	\$1,350.56
Incident-IPD	560	\$2,800.00	\$560.00	567	\$2,835.00	\$567.00	552	\$2,754.00	\$552.00	4,565	\$22,789.00	\$4,565.00
Incident-IPD CC	339	\$1,665.00	\$712.62	368	\$1,825.00	\$781.10	363	\$1,805.00	\$772.54	2,787	\$13,800.00	\$5,906.40
IPD OTC	328	\$31,892.00	\$970.36	401	\$41,494.00	\$1,238.90	328	\$34,575.00	\$1,024.02	3,205	\$317,995.67	\$9,619.99
Commissary Deposit	82	\$3,766.50	\$323.79	79	\$4,009.00	\$317.60	77	\$3,452.00	\$307.46	851	\$39,490.19	\$3,375.00
Total	1,420	\$41,173.50	\$3,185.37	1,538	\$51,273.00	\$3,534.48	1,492	\$44,306.00	\$3,569.84	12,756	\$407,139.86	\$30,511.95

Licensing Services

Commercial Parking	0	\$0.00	\$0.00	0	\$0.00	\$0.00	1	\$105.00	\$5.67	26	\$2,730.00	\$147.42
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Sidewalk Café	0	\$0.00	\$0.00	\$0.00	0	\$0.00	\$0.00	1	\$169.00	\$6.95	4	\$676.00	\$27.80
Hotel/Motel	0	\$0.00	\$0.00	\$0.00	1	\$189.00	\$7.35	12	\$2,268.00	\$88.20	21	\$3,969.00	\$154.35
Groomer/Kennel/Pet/Stable	0	\$0.00	\$0.00	\$0.00	1	\$25.00	\$4.07	3	\$75.00	\$12.21	9	\$225.00	\$36.63
Second Hand Motor	1	\$20.00	\$3.97	\$0.00	0	\$0.00	\$0.00	12	\$240.00	\$47.64	23	\$460.00	\$91.31
Licensing OTC	8	\$455.00	\$17.26	\$650.00	11	\$650.00	\$24.22	4	\$275.00	\$9.58	62	\$4,569.00	\$154.62
Total	9	\$475.00	\$21.23	\$864.00	13	\$864.00	\$35.64	33	\$3,132.00	\$170.25	145	\$12,629.00	\$612.13
Miscellaneous Services													
Corp Counsel OTC	15	\$2,112.67	\$57.56	\$4,054.25	23	\$104.55	\$2,061.40	15	\$56.53	\$34,122.04	197	\$882.38	
ACCD Donations	1	\$48.02	\$1.98	\$494.00	6	\$16.00	\$617.56	5	\$17.44	\$1,967.01	33	\$72.99	
ACCD OTC	145	\$7,806.44	\$303.01	\$4,896.00	92	\$191.24	\$6,082.00	111	\$234.86	\$61,492.44	1,077	\$2,325.83	
DMD OTC	15	\$6,848.31	\$152.27	\$3,440.00	11	\$80.02	\$2,306.20	13	\$59.38	\$32,381.11	113	\$762.88	
Recorder's Office OTC	96	\$2,713.50	\$152.19	\$2,131.00	80	\$123.20	\$1,918.00	91	\$131.18	\$22,636.50	831	\$1,299.33	
DPW OTC	7	\$485.00	\$16.84	\$570.00	6	\$17.52	\$734.00	7	\$21.82	\$4,340.00	58	\$145.96	
DPW STEP Payments	5	\$246.00	\$15.12	\$589.00	9	\$30.14	\$1,444.00	9	\$47.24	\$4,252.00	54	\$195.20	
Indy Parks OTC	220	\$18,572.12	\$595.84	\$11,619.32	174	\$409.86	\$5,954.85	98	\$219.06	\$145,499.03	1,914	\$4,904.38	

2009 ACTIVE PROJECTS

Project	Agency	Description	Status	Type
Controller's Office-Special Event Permitting Online	Controller's Office-Licensing Section	Create an online interface with Accela to allow for online Special Event Permits filing.	Development/Testing	Project*
Permit Rewrites – Accela Project (12 applications)	OCE	Rewrite existing twelve permit services to interface with Accela.	Development/Testing	Project
IndyBiz Redesign	Various	Recreate design template for IndyBiz Portal.	Testing	Project
Payment for overdue fines/fees	OCC	Create payment application (with option for recurring payments) for Office of Corporation Counsel.	Planning	Project
Boards and Commissions application	Mayor's Office	Redesign IN.Gov Boards and Commissions Application to fit needs of Indianapolis/Marion County.	Development	Project-Time and Materials
OTC Audit Feature	Various	Implement an OTC Audit Feature to ensure all payments in OTC match those processed in TPE due to connection failures.	Development	Project

* A project is defined as anything with over ten total development and/or project management resource hours.

2009 COMPLETED PROJECTS

Project	Agency	Description	Status	Type
MST and STR 2009 Folder Creation	OCE	Create folders for 2009 Master and Structural folders.	Deployed	Change Request
Payment Engine Upgrade	Internal – LoGO	Upgrade TPE (the payment engine) to new corporate instance to meet new PCI DSS compliance.	Deployed	Project
Migrate Email	Internal – LoGO	Migrate email to CDC Microsoft server	Deployed	Project
Traffic Ticket Rewrite	Clerk's Office	Rewrite service to include Odyssey eCitation Ticket s as well as JUSTIS tickets fines and fees to be paid online.	Deployed	Project
LCH Upgrade	IMPD	Allow instant access to LCH service and remove pre-approval requirements.	Deployed	Project
Update fund types	ACCD	Update the fund types available for donations.	Deployed	Change Request
Clerk redaction for Tax Warrants	Clerk	Ensure private information is redacted for all old cases on Tax Warrant application.	Deployed	Change Request
Alter database connections to Tidemark	OCE	Ensure permitting applications are connected and pointing to new server location.	Deployed	Change Request
Alter database connections to LAW database	IMPD	Ensure Incident Report Application is connected and pointing to new server location.	Deployed	Change Request
Add Amex and CVV2 code to all .Net applications	Various	All American Express payment option and CVV2 code to all .Net application payment processing pages.	Deployed	Change Request
Property Rewrites (three applications)	Treasurer, Auditor, Assessor's Offices	Rewrite of three current property services to interface with PVDNet system.	Deployed	Project
Property Tax Payments- WEB	Treasurer's Office	Include option for homeowners to pay current property taxes online.	Deployed	Project
Search capabilities	Treasurer, Auditor and Assessor's Offices	Allow parcel numbers with letters to be searched for and found through online system.	Deployed	Change Request
Zero Taxes Due	Treasurer, Auditor and Assessor's Offices	Allow parcel numbers that do not owe property taxes the ability to see the information online.	Deployed	Change Request

2009 COMPLETED PROJECTS

Project	Agency	Description	Status	Type
Comparison Report	OCE	Run comparison report between InfoUSA extract and OCE License Db to identify businesses not registered or with expired licenses.	Distributed	Change Request
Property Tax eCheck Payment	Treasurer's Office	Add eCheck payment option to Property Tax Payment service.	Deployed	Change Request
Property Tax Phone Payment System	Treasurer's Office	Create a Phone Payment Service to complement the web property tax payment service. The service allows payment by credit card or eCheck.	Deployed	Project
Add Amex and CVV2 code to all JAVA applications	Various	All American Express payment option and CVV2 code to all JAVA application payment processing pages.	Deployed	Project
Deferrment Option	Clerk's Office	Create a deferrment page for traffic ticket application.	Deployed	Change Request
Search functionality	Clerk's Office	Update search functionality to include special symbols in the search field.	Deployed	Change Request

INDYGOV★BIZ

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1.0 PORTAL FACTOIDS

CONTRACTUAL FACTS

Original Contract Start Date:	December 31, 1997
Current Contract Start Date:	July 1, 2009
Number of Potential Renewals and Number of Potential Years:	Initial contract is for five years with two potential renewals of four years each, for a total possible contract of 13 years.
Current Contract End Date:	June 30, 2014

2009 KEY METRICS

Current Number of Applications in Development:	16
Applications in Production:	61
Number of Staff:	5
Current Number of Subscribers:	1,683
Average Number of Monthly Transactions:	38,833
Average Amount of Monthly Deposits to City/County Agencies:	\$1.1 million
Number of City/County Agencies Served:	17

2.0 EXECUTIVE SUMMARY

In response to a Request for Proposal (RFP) issued by the City of Indianapolis and Marion County in 2008, Local Government Online (LoGO) Indiana, a wholly owned subsidiary of NIC, Inc., was awarded a self-funded contract to develop Web and eCommerce applications for the City and County. LoGO Indiana operates the IndyBiz Portal by providing technical infrastructure and security, sufficient staffing, application development and marketing services.

As a requirement of the new contract agreement, LoGO Indiana was asked to provide an annual business plan to the Enhanced Access Review Committee. The purpose of this report is to provide a roadmap to Committee Members on the direction of the Portal for the upcoming year, as well as service ideas and a fee review for existing services. Periodic review of this plan is encouraged in order to ensure both the City/County and LoGO Indiana work to deploy new services that increase efficiency for agencies and promote the use of existing Portal Applications.

LoGO Indiana understands there is a substantial need to automate as many manually intensive back-end processes as possible for our City/County Partner in 2010. In order to help alleviate business pressures our City/County Agency Partners are facing, LoGO Indiana will focus on offering services that assist with automating back-office procedures that are cumbersome and absorb mission-critical City/County resources. Working in partnership with the Enhanced Access Review Committee Members and the Information Services Agency (ISA) will enable LoGO to deploy high-volume and high-impact services in 2010 and beyond.

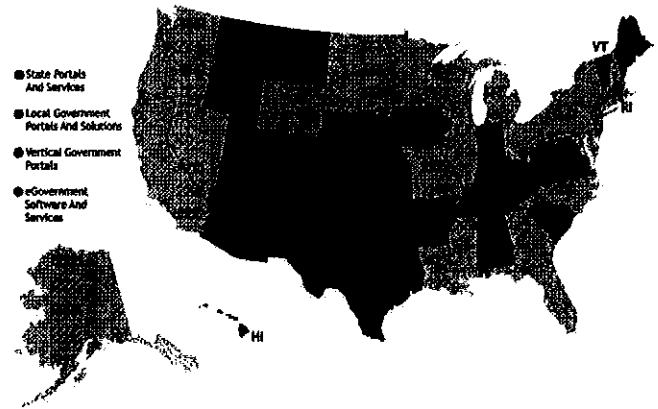
3.0 NIC, INC. OVERVIEW

NIC, Inc., (LoGO Indiana is a wholly owned subsidiary of NIC, Inc.) developed the nation's first electronic government services for the state of Kansas in 1991. Since then, NIC has been building and managing online services to simplify how governments, businesses, and citizens exchange information. NIC's solutions currently support government partners in 26 states, hundreds of local governments, Canada, and the United Kingdom.

NIC built the first self-funded eGovernment Portal nearly twenty years ago, and twenty-three states are now taking advantage of this innovative solution which eliminates the need for taxpayer funding. NIC also developed the public-private partnership model that provides comprehensive oversight of the jurisdiction's eGovernment portal through a governing board of public and private sector leaders.

As the world's leading provider of outsourced official government Web sites for states, counties, and cities, NIC has developed a library of more than 4,000 unique eGovernment applications since inception in 1992.

With NIC, Inc. behind us, LoGO Indiana is able to leverage an object library of cutting edge technology developed in other NIC states and local governments. This allows rapid deployment of solutions and services. In addition, the experience of NIC provides a wealth of knowledge in eGovernment marketing and branding practices, as well as the experience to determine the best possible service design best suited for online delivery.



4.0 LOGO INDIANA EMPLOYEES

LoGO Indiana has assembled a dedicated team to serve our City/County Partner. All of our employees are located in our downtown Indianapolis office, just a few blocks from the City/County building. The LoGO staff supports City/County agency partners, over 1,700 Portal subscribers, and thousands of citizens and businesses who visit the IndyBiz Portal to obtain information or to make payments. Our committed staff looks forward to continued growth in the years to come. Listed below are the LoGO Indiana staff members who serve our City/County Partner;

- Ami Guilfooy, General Manager
- Mitch Carey, Director of Marketing
- Scott McDonald, Senior Application Developer
- Rodney Hise, Senior Application Developer
- Khiara Morehouse, Office Manager

5.0 RECOMMENDED ONLINE APPLICATIONS

LoGO Indiana will continuously work with our City/County Agency Partners to identify solutions that consolidate manual backend processes, help increase transparency, and better serve the citizens and business of Indianapolis and Marion County. The applications described below are recommended for potential 2009-2010 deployment. These applications have been identified as having the greatest potential impact for the Enhanced Access Revenue Share Fund, City/County agencies and the Portal.

5.1 Services Deployed in the Third Quarter 2009

5.1.1 Treasurer - IVR Property Tax Payments- Deployed September 29, 2009

In partnership with the Marion County Treasurer's Office, the new IVR service was deployed to help reduce the payment processing fees for citizens and business. To complement the online Property Tax Payment System, LoGO Indiana also deployed a phone payment option using an IVR solution implemented in other NIC Portals. Approximately 8,000 transactions are expected to be processed through the new IVR solution on an annual basis and both credit card and eCheck payments are accepted through the service. This service should generate approximately \$12,000 to \$16,000 in revenue for the Portal and approximately \$1,200 to \$1,600 in revenue for the EARC Revenue Share Fund.

5.2 Services Planned for Fourth Quarter 2009

5.2.1 Mayor's Office, City-County Council - Boards and Commissions

Targeted for a November 2009 deployment, the Boards and Commissions Solution will provide an online public search and administrative interface to manage City/County Boards and Commissions. This application will increase transparency and provide one comprehensive back-end system that can be accessed by different user groups. Currently this project is being supported by a time and materials model. It is LoGO Indiana's goal to be able to offer such services to our partner at no or low-cost under a successful self-funded model.

5.3 Planned for First Quarter 2010

5.3.1 IMPD - Non-Consent Towing Solution

Targeted for early 2010 implementation, the Non-Consent Towing Solution provides the Indianapolis Metropolitan Police Department (IMPD) Auto Desk with an automated back-end solution and public interface for towed vehicle searches. The current paper-based process consumes significant resources and increases the likelihood of data and reporting errors. Additionally, the manual process provides insufficient access to timely, accurate data, making effective

oversight difficult and costly. The Non-Consent Towing Solution is estimated to generate approximately \$100,000+ annually for the Portal and deposit approximately \$10,000 and \$90,000 per year to the EARC Revenue Share Fund and IMPD, respectively.

5.3.2 Office of Code Enforcement (OCE) - Permit Application Rewrites and Special Event Permitting

The permit applications allow contractors the ability to apply for and receive permits online. There are several benefits realized from this solution including; the online interface provides contractors the ability to apply for permits from their home or office, reduces OCE staff time needed for data entry and customer service duties for face-to-face permit applications, and increases both the OCE and contractors productivity by saving man-hours and travel time for permit application process and review. The revenue currently generated by the permit applications is approximately \$55,000 to \$60,000 per year. This equates to approximately \$5,500 to \$6,000 in annual deposits for the EARC. A fee increase is one of the options proposed for select permitting services to help ensure the Portal is able to finalize the remaining development efforts for the permit rewrites and sustain the applications in the future. The business case for this fee increase is discussed further in Section 7.2.

5.4 Services Planned for Second Quarter 2010

5.4.1 Treasurer - Property Tax Installment Payments

Finding secure and easy ways for a home-owner to make a property tax payment is an objective shared by both LoGO Indiana and the Marion County Treasurer's Office. The Treasurer's Office would like to enhance the current property tax payment solution to allow taxpayers to sign up for a monthly installment payment option online. There are several benefits to adding this service; reducing postage and mailing costs, reducing in-person payments, and most importantly providing a more convenient way for taxpayers to make installment payments and meet payment deadlines. The target date for implementation is late first quarter or early second quarter of 2010. Currently the fee structure and target audience has not been identified for this service, but early estimates are approximately \$5,000 to \$10,000 in annual Portal Revenue and approximately \$500 to \$1,000 in EARC Revenue Share Fund.

5.5 Service Implementation Dates- To Be Determined

5.5.1 Office of Finance and Management (OFM), Division of Purchasing - eProcurement Solution

This solution was first demonstrated to select Office of Finance and Management, Purchasing Division and City/County Agency Staff Members in 2008. We respectfully include this solution as a potential service for our City/County Partner in 2010 for several reasons;

- This system is fully automated (from bid creation to award) and is projected to reduce administrative and purchasing spend costs for the City/County by 5-20%. This could mean millions of dollars a year in cost savings for the City/County.

- The solution increases transparency for vendors and the general public.
- The solution ***could help fund an ERP solution*** for our City/County Partner.
- This solution would replace the antiquated service hosted by LoGO Indiana for bid package requests which is in need of an application rewrite. At this time, the Portal cannot support rewriting this service and the project would be an expense to the OFM and/or the EARC Revenue Share Fund, if approved.

Based on the City of Indianapolis and Marion County projected spend rate for 2010, this solution could help the Portal replace Court Service Revenue and result in an estimated \$150,000 to \$200,000 in annual revenue for the Portal, and an estimated \$15,000 to \$20,000+ in annual deposits to the EARC Revenue Share Fund. Additional information has been compiled regarding the benefits of this solution, along with implementation effort required, in Attachment A.

5.5.2 Office of Finance and Management - Online City/County Collection Payments

This service will allow payments in collection status to be paid online to the City/County. This solution would provide additional payment options for citizens and businesses who owe the City/County money. Currently, there are approximately 200,000 entries in the database used for collection purposes. Modifying and reusing the recurring payment application being created for the Treasurer would also be beneficial to assist debtors in setting up monthly payment plans. Portal revenue estimates for this service are approximately \$10,000 to \$15,000 per year and approximately \$1,000 to \$1,500 per year for the EARC Revenue Share Fund.

5.5.3 Office of Code Enforcement - Online Lobbyist Registration

The Office of Code Enforcement will begin requiring lobbyists active at the City/County level to register and file an annual report. The application created for the state of Indiana has been presented to OCE and there is interest in recreating this application for their agency. Application features include; the ability to register and file an annual report online, as well as an administrative interface to manage registrations and view non-compliant lobbyists. This service would reduce paperwork, provide a convenient option for lobbyists to register, and provide OCE the ability to manage lobbyist registration and annual reporting requirements. Current revenue projections are approximately \$500 per year in Portal revenue and approximately \$50 per year for the EARC Revenue Share Fund.

5.5.4 Department of Public Works, Indianapolis Water - Water/Trash Sewer Payments

Citizens and businesses would have the ability to pay for their utility bill online through this payment system. The proposed system would replace the current third party vendor offered by Veolia Water and provide the City/County a 10% revenue share on payments processed through the service. Since the City/County is currently in negotiations to possibly modify the existing contract for wastewater and utility management, the stipulation to accept online payments utilizing the LoGO Indiana Payment Engine Interface and/or online payment application could be a requirement in the new contract if deemed appropriate.

5.5.5 Marion County Clerk - Divorce Decrees/Court Dockets

This service would allow for copies of divorce decrees and filed court dockets to be available online. Frequently, LoGO fields requests from the general public on the availability of this information online. The service will provide additional revenue to the EARC Revenue Share Fund and the Portal, as well as decrease the staff time needed to process in-person requests at the Marion County Clerk's Office.

5.5.6 Marion County Recorder- Payment Processing for Records Remotely Plus System

This service would replace the current payment process for the Recorder's Office for monthly account holders who are accessing Recorded Deeds and Documents online through the Records Remotely Plus Solution. Integrating the LoGO Indiana payment processing API for the Customer Database (CDB) and The Payment Engine (TPE) would alleviate billing responsibilities from the Recorder's Office, while allowing the agency to still collect their statutory fees for the information requested online. Recorded Deeds and Documents could also be available to credit card users (via TPE) which would increase the number of requests processed for the Recorder's Office through the online service. Payment processing for this service would help assist the Portal in replacing Court Revenue and increase deposits to both the agency and the Enhanced Access Revenue Share Fund.

5.5.7 Office of Code Enforcement - Online Rental Registration

The Online Rental Registration system would allow landlords and rental companies the ability to apply for their business license online. This is a convenient time-saving option for businesses to register with the City/County. At this time, the number of potential users or online fees has not been discussed with OCE.

5.5.8 Various - Payment Processing for City/County Agencies

Overall, there are several opportunities for additional payment processing implementations at the City/County, including the solutions mentioned above. These include; eCheck, credit and debit card processing for Web, IVR, Kiosk and OTC transactions performed at the City/County. The benefits include the reduction of traditional payment processing methods and providing additional revenue to the EARC Revenue Share Fund. LoGO will work with ISA and the EARC to identify and deploy payment processing solutions that will assist City/County agencies in these capacities. Some solutions discussed for these types of payment processing are listed below;

- Kiosk credit card processing for Marion County Courts- Probation
- OCE Planning Documents Online
- Over-The-Counter Payment Processing for various City/County Agencies

6.0 PORTAL FINANCIAL REVIEW

From January to August 2009, IndyBiz Portal Transactions has averaged approximately 38,833 *paid* (this does not include waived or 'free' transactions processed by the Portal) transactions per month. Revenue collected on behalf of our City/County Partners has averaged approximately \$1.1 million dollars. Figure 6.0.1 below shows the Portal transaction volume compared against the revenue collected for our City/County Partners from January to August of 2009. Figure 6.0.2 displays the data associated with the chart. Please note, the number of transactions and the amount deposited to the City/County increased in July due to the new Web Property Tax Application and a mid-July due-date for property tax payments.

Figure 6.0.1- 2009 IndyBiz Portal Activity

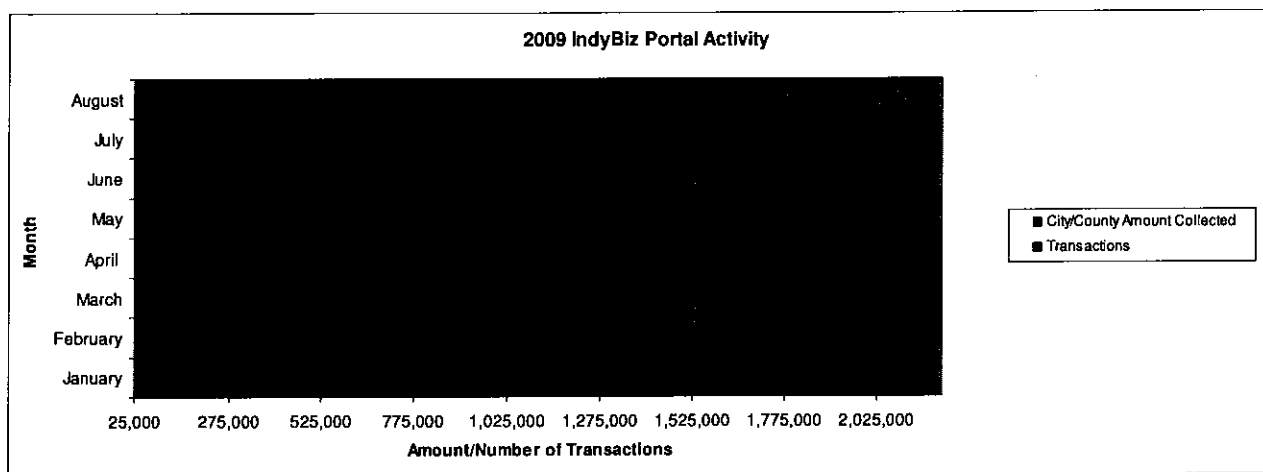


Figure 6.0.2- IndyBiz Portal Activity Data

Month	January	February	March	April	May	June	July	August	Total
Transactions	34,260	36,215	40,376	39,834	36,694	40,159	44,292	39,063	38,833
City/County Amount Collected	\$657,851.04	\$834,019.00	\$973,886.77	\$942,950.00	\$1,007,239.00	\$1,270,104.00	\$2,099,296.00	\$1,175,134	\$1,112,192.26

LoGO Indiana revenue is correlated with the number of transactions which occur and not from the amount of funds collected on behalf of our City/County Partners. Currently the Portal is operating at a loss. Figure 6.0.3 below reflects the Portal's financial status as of August 31, 2009.

Figure 6.0.3- Portal Financials as of August 31, 2009

Revenues	\$987,720
Cost of Revenues	\$145,116
Adjusted Gross Revenue	\$842,604
Enhanced Access Revenue Share	\$84,260
Operating Expenses	\$918,985
Total Expenses	\$1,004,912
Net Income/Loss –Before Taxes	(\$162,308)
Income Tax (Fed., State, Deferred)	(\$23,746)
Net Income/Loss	(\$138,562)

LoGO Indiana is committed to focusing on ways to increase revenue through useful and appropriate City/County services to ensure the Portal can support the resources needed to maintain operations and look to enhance services offered to our Partner. Through the assistance of our City/County Agency Partners and the EARC, we are confident we can repair the current financial situation and diversify funding sources.

7.0 PORTAL APPLICATION FEE REVIEW

After review of current Portal application revenue and operational costs, it has been determined a fee increase to specific services is necessary for various reasons. LoGO is requesting a potential fee increase for the following services;

- The Marion County Clerk Traffic Ticket Application
- The Office of Code Enforcement Permitting Applications

7.1 Traffic Ticket Application Fee Increase Business Case

In January 2009, LoGO Indiana, in partnership with the Marion County Clerk's Office, rewrote the Traffic Ticket Payment Application to interface with Odyssey. The newly rewritten traffic ticket application includes such features as; traffic ticket payment options, ticket amounts, ticket deferral information and CVV2 credit card validation. The cost for the application rewrite and updates made in 2009 for the traffic ticket application are \$32,000 (billable). In addition to the features already deployed with the rewritten service, there are 2010 planned updates that include; an auditing feature that will help reduce duplicate payments and enhanced reporting options to improve the file import process.

Additionally, approximately 76% of all customer service calls received and answered by the LoGO Customer Service Representative(s) are regarding traffic ticket questions. Almost one full business day per week (6.75 hours, at a billable cost of \$2,430 per month/\$29,160 annually) is dedicated to answering customer questions regarding traffic ticket procedures and processes.

Portal profits for the traffic ticket application are projected to be \$36,000 at year end (\$40,000 less \$4,000 to EARC Revenue Share Fund). Due to the amount of work planned to improve the service and the increase in customer service costs for supporting the application, LoGO Indiana is respectfully requesting a \$1.00 per transaction payment increase for each transaction, bringing the total cost per transaction to \$2.00 plus 2%. Increasing the fee by \$1.00 per transaction would assist LoGO in ensuring application maintenance; enhancements, critical updates, and customer service support are sustained by the income received from this service.

Analysis was completed to ensure the proposed fee increase would not elevate the fees outside of similar online and IVR services offered throughout the country. Table 7.1.1 below displays the fee comparison data.

Table 7.1.1- Online/IVR Fee Comparison Chart for Traffic Ticket Payments

City/State	City/State Payment Rate	Service	Average Indianapolis/Marion County Traffic Court Fine	Payment Processing Fee	Total Payment
Indianapolis and Marion County, Indiana (pop. 880,380)	\$1.00 plus 2%	Online (current fee)	\$159.54	\$4.21	\$163.75
Indianapolis and Marion County, Indiana (pop. 880,380)	\$2.00 plus 2%	Online (proposed fee)	\$159.54	\$5.23	\$164.77
Indianapolis and Marion County, Indiana (pop. 880,380)	3%	IVR (via OPay)	\$159.54	\$4.79	\$164.33
Little Rock, Arkansas (pop. 185,000)	\$1.00 plus 3%	Online	\$159.54	\$5.82	\$165.35
San Francisco, California (pop. 808, 976)	\$5.40 (flat rate)	Online	\$159.54	\$5.40	\$164.94
Maine (pop. 1.3 million)	\$6.00 (flat rate)	Online and IVR	\$159.54	\$6.00	\$165.54
Seminole County, Florida (pop. 410,804)	\$5.00 (flat rate)	Online	\$159.54	\$5.00	\$164.54

LoGO respectfully asks this service fee be potentially increased and will work with ISA, the EARC and the Marion County Clerk's Office to further discuss this proposal.

7.2 PERMITTING APPLICATIONS FEE INCREASE BUSINESS CASE

In 2008, LoGO netted approximately \$55,710 in subscriber permitting application fees after deposits were made to the EARC Revenue Share Fund and the estimated \$12,290 in uncollected debt write offs from contractors were subtracted. During the same period, LoGO was liable to the OCE for approximately \$2.8 million dollars collected through the online permitting applications.

To date, the Portal has expended over 2,900 resource hours (\$230,000 billable) for the development, project management and quality assurance needed for the Permit Rewrite Project to interface online permits with Accela Automation. It is estimated LoGO has approximately 190 to 210 development and 30 to 40 hours of dedicated project management resource hours left to complete the application rewrites, for an estimated billable cost ranging from \$35,200 to \$40,000. The new online permit services will include many improvements such as; updated search options for previously filed permits, confirmation for completion card filing, PDF versions of permit applications and a new, updated interface. LoGO is also planning to create permit help videos to assist users with the new permit process. The new services should help increase usage of the service and assist with making the online permit submission process much easier for contractors.

While the permits are being rewritten, LoGO has also continued to maintain the current permit applications for the Office of Code Enforcement. Just maintaining the current permit applications consumes approximately seven (7) to ten (10) development resource hours per week. Permit maintenance application billable costs (at a minimum) are \$1,120 per week /\$58,240 annually, which currently exceeds Portal revenue for these services. It is estimated once the new applications are released the amount of development time to maintain current services will remain consistent. This amount also does not include the customer service or project management time dedicated to these applications each week to ensure application enhancement requests and account questions are handled appropriately.

The 2009 application projections show online permitting usage is expected to decrease by over 60% as compared from 2008. Even though the number of actual permits submitted online has decreased, the Customer Service and LoGO Admin support for the services have remained consistent. Most permitting questions are related to billing and not actual permit filings, so the same number of questions is handled on a weekly basis for permitting customers. In order to recoup these losses and the time spent on permit rewrite tasks, LoGO is recommending a fee increase for select permitting services to ensure application maintenance and customer service duties are supported by the revenue generated from these services.

LoGO understands and respects the City/County's position to try and avoid fee increases for online services. To ensure permit service usage won't fall any further, LoGO researched the fees for faxing a permit to the OCE. It has been determined that increasing the online fees should not deter current users from continue to use the system, as the cost to fax a permit to the OCE remains at \$15.00. Additionally, wait and drive times to personally submit an application would still outweigh the \$8.00 proposed service fee for select permit applications. Table 7.2.1 further details the proposed fee increases and 2010 estimated revenue (\$78,956) projected for permit services if the fee increases are approved and the permit services do not decline from the projected number of transactions for 2009.

Table 7.2.1- Permit Fee Increase Comparison Table

Application	Custodial Agency	Current Fee	2008 LoGO Revenue	2009 Projected LoGO Revenue	Proposed Fee Increase	2010 Additional Projected Revenue with Fee Increase	2010 Additional Revenue Projected to be disbursed to EARC Revenue Share Fund
Right of Way Permits	OCE	\$4.00	\$16,756	\$14,548	\$8.00	\$29,096	\$2,909
Electrical Permits	OCE	\$4.00	\$7,528	\$3,036	\$8.00	\$6,072	\$607
Heating & Cooling Permits	OCE	\$4.00	\$19,620	\$15,888	\$8.00	\$31,776	\$3,177
Plumbing Permits	OCE	\$4.00	\$3,936	\$2,550	\$8.00	\$5,100	\$510
Sewer Permits	OCE	\$4.00	\$2,116	\$1,000	\$8.00	\$2,000	\$200
Structural Permits	OCE	\$4.00	\$521	\$248	\$8.00	\$496	\$49
Totals				\$37,270		\$74,540	\$7,452

In combination with the proposed fee increases, LoGO will also work with OCE to drive additional users to the online permit applications. This will ensure both the agency and the Portal are maximizing the efforts for these services. Consistently about 30% of permit case types available through the Portal are filed online. This adoption rate has remained relatively unchanged since the services deployed. Despite assertive marketing initiatives, there appears to be a small group of contractors in this industry comfortable with submitting and receiving information online. This remains the biggest obstacle to increasing usage for the online permitting services offered by OCE.

8.0 PORTAL MARKETING PLAN

LoGO Indiana is focused on becoming *the* preferred vendor for fine and fee payment collections for the City and County. We will strive to provide quality Web, IVR and Over-the-Counter payment options for our partner and ensure we market our capabilities to key decision makers in each City/County agency with the help of our oversight committee, the EARC.

In order to increase public awareness of Portal services, IndyBiz, LoGO will continue to mass-market the services offered and the benefit of using those services through the following channels;

- Printed marketing materials distributed at City/County agencies: LoGO Indiana has created an informational brochure for services offered on the IndyBiz Portal that highlights the user's ability to save time by going online. These brochures have been placed at several City/County agency counters and in the main hallway of the City/County building. LoGO will continue to distribute these brochures as needed to our City/County Agency Partners. In addition, LoGO will specifically target newly deployed and underperforming applications and offer printed materials targeting the functionality and benefits of those services.
- Partnership with Neighborhood Liaisons: By creating a partnership with Neighborhood Liaisons, overseen by the Mayor's Office, LoGO Indiana is able to attend neighborhood meetings and distribute information about the existence of the eCommerce portal. This partnership would allow LoGO to reach a citizen target group and would highlight such online services as; Real Estate/Property Reports, Police Incident Reports and other fine and fee payment options.
- Online advertising: LoGO Indiana will work with Channel 16 to create Public Service Announcements and Instructional Videos to help drive traffic to the Portal.
- Advertising: LoGO Indiana is researching advertising opportunities at the Indianapolis Airport and on IndyGo buses to advertise the Portal and/or select services. Other print and email advertising will also be explored as we work with our agency partners to collaborate on specific ideas to highlight services and applications.
- LoGO Indiana feels our City/County Partner deserves recognition in 2010 for innovative services offered to citizens and businesses. The Online Permitting Applications and Business Licensing Applications created for the Office of Code Enforcement are excellent examples of how online applications redefined a cumbersome business practice for both the agency staff and end-user. LoGO will work with our City/County Partner to submit awards for these and other innovative online services as opportunities arise.

9.0 PORTAL REINVESTMENT PLAN

The Portal Reinvestment Plan covers several key priorities for the EARC and the Portal. There will be continued investment to ensure security compliance. Additionally, LoGO will continue mitigating infrastructure risk and monitor equipment needs for the Portal to maintain current and planned services. LoGO will also continue to invest in training employees through NIC conferences and industry specific opportunities such as Project Management Institute (PMI) training and specific application development. Finally, LoGO will openly evaluate projects to help provide services to our City/County Partner and the EARC while considering fiscal impact to both the Portal and the EARC Revenue Fund.

9.1 SECURITY IMPROVEMENTS AND GOALS

In 2009, the Portal experienced significant security improvements when applications and infrastructure were moved to the NIC Central Data Center (CDC). The CDC offers a Tier-4 hosting facility with 24/7/365 support. In addition, the CDC is Level 1 PCI/DSS compliant, Cybertrust Certified, and provides a virtualized architecture leveraged for redundancy, security, segmentation and scalability. The LoGO technical team was significantly involved in this successful transition which lasted several months and is still being finalized.

To provide the most secure environment LoGO will complete the CyberTrust Certification process and comply with quarterly PCI Compliance and SOX audits. We use various tools on our servers (Cisco Adaptive Security Device Manager, TripWire Manager, Breach WebDefend Management Console and Microsoft Forefront Client Security Management Console) to protect our servers from both internal and external parties.

LoGO Indiana currently undergoes quarterly SOX compliance audits each quarter. The logs are reviewed and compared against our billing database, CDB. Change Requests are forwarded quarterly for comparison reviews. Additionally, the list of user logins is checked for accuracy and safety. For PCI compliance, we run through a yearly review of each required task to ensure we are still in compliance. Non-compliant issues are resolved within that quarter.

To further manage infrastructure risk, all .Net applications will be load balanced with failover servers being utilized for the legacy Java applications. When there is an issue detected, the load balancer will stop sending traffic to the affected servers and re-route it to an available server. This process is currently being tested and the LoGO Indiana Team is actively working to deploy this to production. All legacy applications will have two servers that have mirrored configurations. In the instance of a disaster, the server would failover to the concurrently running server to keep our applications up and running.

Furthermore, all of our .Net application code is stored in VSS and our Java code is stored in CVS and these repositories are backed up nightly. Additionally, the CDC uses Microsoft System Center Data Protection Manager 2007 for back up and disaster recovery. Further measures, such as application monitoring, ensure application uptime is maximized.

9.2 REINVESTMENT

LoGO Indiana will continue to evaluate all opportunities identified to help build valuable services for the City of Indianapolis and Marion County. The self-funded model will allow LoGO to produce best-in-class services with minimal budget impact to our City/County Partner. Services which have already been identified for implementation include; the Boards and Commissions application, Property Tax IVR Solution, Permit Rewrites for OCE, and the Non-Consent Towing Implementation for IMPD. Other updates and Portal improvements in progress include; a new IndyGov.Biz Website, payment processing upgrade, additional comprehensive monitoring of applications, and moving from a monthly to daily billing cycle.

As Portal revenue grows, LoGO Indiana would like to explore additional service offerings that could be made available to our City/County Partner. Some ideas for potential future Portal Reinvestments include;

- Adding additional resources for Project Management, Development and Customer Service: Adding additional resources (as revenue supports) will allow LoGO Indiana to deploy more online services for our City/County Partner. LoGO Indiana runs an aggressive deployment schedule, but can expand to meet the growing demand for online services as revenue allows with additional resources.

- Adding a creative resource to assist with Web and Print design needs: Many self-funded NIC Portals staff creative resources to assist with Web Design and maintenance tasks for the State and/or Local Government owned domain. This option can be utilized to allow State and local governments the ability to update and refresh Web designs without dependence on a third-party contractor and/or internal staff. NIC has experience in deploying Web Solutions in MOSS and is open to exploring this opportunity with our City/County Partner if desired. Along these same lines, LoGO Indiana would also assist with Web 2.0 efforts and utilizing Facebook, Twitter and other technologies effectively to communicate with City of Indianapolis and Marion County constituents. Figures 9.2.1-9.2.3 below display award winning Web designs and Web 2.0 initiatives undertaken in other NIC Portals.

Figure 9.2.1- State of Arizona Web Portal

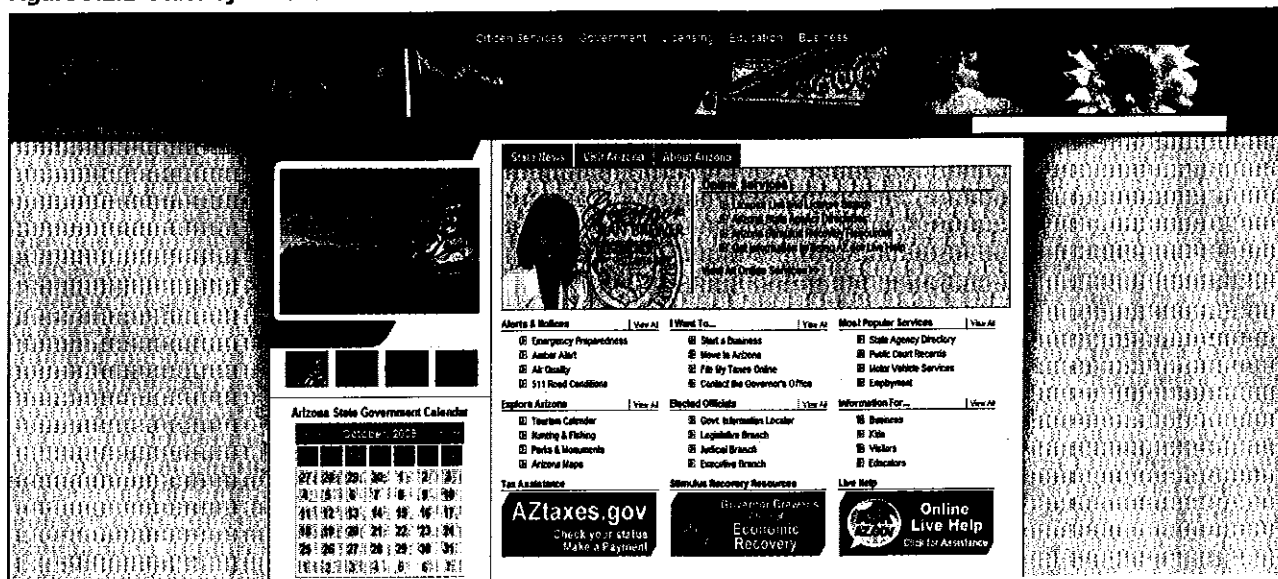


Figure 9.2.2- State of Utah Web Portal (2009 Best of the Web Award Winner)

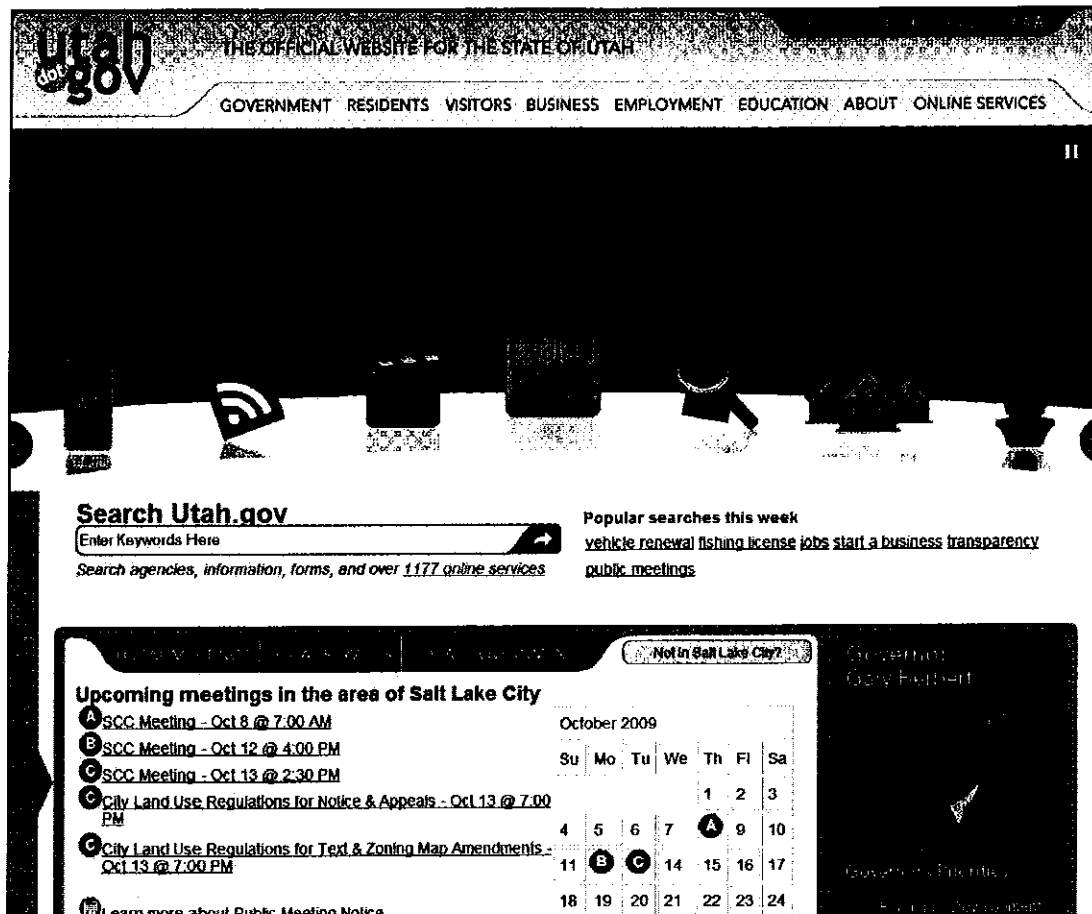


Figure 9.2.3- State of Utah iPhone Application for Web Portal



10.0 SUMMARY/PORTAL VISION

It is the hope that LoGO Indiana and the EARC will form a true partnership to better provide services to City and County. If a true partnership exists, both parties will work towards a common and shared goal. At this time, LoGO is committed to the success and sustainability of the Portal and believes the service we provide to our City/County Partner is valuable.

As the need for Web, IVR and OTC services grow, LoGO will respond quickly and professionally with solutions that meet our partners' needs. Unfortunately, the downturn in the economy has not only decreased the revenue received by the Portal, but also to our City/County Partner. In order to stay viable, LoGO will need support from the EARC to adjust fee levels and/or drive more traffic to the Portal, but it is our hope once the economy recovers and the revenue generated can support it, we will look to add staff to increase the number of resources available for City/County projects. Operating under a successful self-funded model, LoGO will be able to explore free services and provide them to our Partner at little or no cost. LoGO will also have more time to explore and offer new and cutting edge technology to assist our City/County Partner in the effort to becoming a leader in local government eServices.

LoGO realizes what a unique opportunity both Portal Staff and the City/County have in their partnership. Currently no other local government is able to utilize resources for comprehensive eService development without tax payer dollars. To become successful, a commitment by both parties must be made to replace court revenue services and grow both the Portal and the EARC Revenue Share Fund to ensure technical solutions can assist with business problems that face Indianapolis and Marion County, both now and in the future.

APPENDIX A - EPROCUREMENT SYSTEM BENEFITS

Value of an eProcurement System to Indianapolis and Marion County

The proposed Indianapolis/Marion County eProcurement system, currently used by states such as Idaho, Hawaii and other government organizations such as the Department of Homeland Security, the United States Marine Corps, Jackson County, Missouri and Albuquerque, New Mexico provides benefits to the Division of Purchasing and the City/County as a whole in the following ways:

SUPPORT AND HOSTING:

The eProcurement system proposed for Indianapolis/Marion County is a comprehensive and flexible system. Among the services Indianapolis/Marion County will receive include:

- Full application hosting and redundancy for availability. Indianapolis/Marion County will not need any hardware or additional infrastructure to utilize the web based system, which can become costly and resource intensive.
- Hosting at a commercially respected and secure Level 3 facility
 - Top level hosting can easily cost well over \$100,000 annually.

The solution is supported by over 25 individuals at SicommNet and LoGO Indiana dedicated to:

- Support, both user and technical
- Maintenance, including enhancements of the system
- Flexibility to tailor the system to Indianapolis/Marion County's needs
- Training for Indianapolis/Marion County buyers and vendors
- Marketing of the service to Indianapolis/Marion County's vendor community

COST TO THE CITY/COUNTY:

Several states and local governments have implemented eProcurement systems, using several different financing methods to do so. Some of these states have custom built or licensed systems, a few costing into the millions of dollars (in the case of Virginia, over \$65 million). The self-funded system proposed for Indianapolis/Marion County provides a cost-effective means for the use of such a system.

SAVINGS IN THE PURCHASE OF GOODS AND SERVICES

Other states that have deployed eProcurement systems using the self-funded model have experienced savings of 5% to 20% on the products they purchase in aggregate per year, including any fees that are assessed to vendors. In Indianapolis/Marion County this translates to savings in the range of \$2.4 million to \$8 million annually based on an estimated \$40 million spend rate.

TRANSPARENCY

It is expected that competition will greatly increase after implementation using the base of over 50,000 vendors already using the proposed eProcurement system. The increase in competition should result in lowered costs for procured goods and services. Each of these vendors will have access to the system, and the Division of Purchasing will be able to easily and automatically provide competitive cost information (at the department's discretion) to vendors. This is also expected to reduce the workload in the division itself.

VALUE TO VENDORS

It is important to note that all vendors are on a level playing field – there is no cost for them to use the system, or to bid on any procurement. When vendors do sign up, they will receive bids automatically based on how the vendors identify themselves (for example, if the vendor sells office supplies, they receive those bids). The vendors will not need to worry about paper responses, because all bid responses will be electronic. All libraries in Indianapolis/Marion County are equipped with Internet access, so responding is open to all. Like any change in process, questions and concerns, especially concerning fairness, are inevitable. Some common questions with responses are below:

- Does it cost me anything to play? No.
- Is it correct that only the winning vendor pays the nominal transaction fee? Yes.
- Do all vendors play by the same rules? Yes.

INTERNAL PROCESS IMPROVEMENT AND REPORTING

The procurement process in Indianapolis/Marion County will be greatly streamlined when migrated to the new system. Procurement is a complicated process. The system simplifies that process by automating much of the paperwork shuffle performed previously by both Purchasing Agents as well as agency buyers.

The system will be able to report on data not currently available, including overall purchase, award history by buyer, commodity and/or department (when implemented), cost savings achieved by the City/County, purchase cycle-time, and much more.

ERP INTERFACING

The eProcurement system is meant to enhance, not replace the City/County's ERP, by providing procurement modules built specifically for the public sector. ERPs have proven themselves valuable for many facets of administration such as HR and Accounting. Unfortunately, the ERPs lack the depth of functionality required for an agency to become completely electronic in their procurement processes. However, when interfaced to the eProcurement system, the ERPs capabilities are enhanced, making it an even more powerful procurement and accounting tool.

IMPLEMENTATION

SicommNet provides a Commercial Off-the Shelf (COTS) eProcurement solution, developed specifically for State and Local governments. The solution includes both Contracting and Purchasing modules and is offered via an ASP model, hosted at highly secure Level 3 sites.

BUSINESS PROCESS ANALYSIS, IMPLEMENTATION PLANNING AND TRAINING

The SicommNet and LoGO Indiana Team will conduct requirements analysis workshops with the City's System Administrators (and other key individuals they may identify) and will produce documents Business Process Analysis (BPAs) which outline business processes and requirements, workflow, and system architectures, from Financial Management systems and other systems in use in the City.

The information collected in these documents will lay the ground work for workflow mapping, set-up and configuration of the new system, and interface points. The SicommNet and LoGO Indiana Team will collaborate with the City System Administrators to verify these BPAs and will then collaboratively review the Implementation Plan to come to mutual consensus for any modifications or changes deemed necessary in light of information gathered during the BPA process.

GAP/FIT AND/OR OTHER ANALYSIS

The SiCommNet and LoGO Indiana Team will conduct requirement analysis workshops, in conjunction with the City's System Administrators and/or other key City employees, to document business processes and requirements, workflow, and system architectures, from financial management systems and other systems in use. Once the City has verified the correctness of the Business Process Analysis documents, the SicommNet and LoGO Indiana Team will map workflows to

the electronic systems, identify interface points, and discuss any potential modifications needed and/ or recommended changes. The SicommNet and LoGO Indiana Team will present the resulting gap/fit analysis to the City for collaborative review, and will work with the City to identify, verify, and implement gap closing solutions in order to meet the City's requirements.

IMPLEMENTATION PLANNING

The Implementation Plan will be developed based on a timetable suitable to the requirements of the City. The eProcurement solution was successfully implemented in Albuquerque in just six (6) weeks. Typically implementation is a phased process partnered with a strong change management program that builds support for the new system. In Phase One (1) the system is typically implemented in one to three of the key buying departments. Phase Two (2) includes rolling out the catalog and training the catalog shoppers. Phase Two (2) typically includes the FMS/ERP integration process. The implementation plan will consist of specific deliverables and timelines for each respective Phase. Cultural Change Management is critical piece of the successful implementation, and is comprised of emails, newsletters, and FAQ Intranet postings addressing the following aspects: "eProcurement is coming!", "What is eProcurement and what are the benefits/ changes it will bring", and "Here are some of the changes you can expect with moving to an electronic environment". Post Implementation activities include standing weekly meetings with the System Administrators to discuss and resolve issues as they arise, answer questions, and provide supplier feedback.

TRAINING

SicommNet will provide extensive training to the City's requisitioners, approvers, buyers, and System Administrators. SicommNet will train City staff in "Train the Trainer" model so that the City may assume increasingly more responsibility for the training of its personnel following System transition. SicommNet will provide all training documentation in the form of a user guide. User guides are role-specific, e.g., System administrator, System users (buyers, customers and suppliers), etc.

HIGH LEVEL OVERVIEW OF TRAINING

Requisitioner Training: Requisitioners will be provided with four (4) hours of training on how to create a requisition and how to track a requisition through the approval process and all the way to the award.

System Administrator Training: As a key System support position, System Administrators are non-technical positions that do not require a programming background. The individuals need to be computer literate and comfortable working with software applications in a technical environment. They must have a thorough knowledge of the City's procurement rules, policies and procedures. A large part of the System Administrator's responsibility is to determine the workflow in terms of how current tasks are accomplished.

Before training begins, the System Administrators will analyze current business processes and collect the information necessary to create the workflows that they will load in the System. The System Administrators will be trained on how to create, edit, and maintain this information. This will consist of approximately twenty (20) hours of hands on instruction.

In addition to specific instruction on the administration functionality, System Administrators will also receive Buyers, Requisitioner, and Approver Training.

The System Administrator Training Consists of the following topics:

- Introduction to the System
- Review configuration data requirements (Misc. Defaults)
- Load Departments
- Load Users
- Load Billing Points
- Load Delivery Points
- Map Workflow/ Load Approval Routes
- Apply Approval Routes to Users
- Upload Terms and Conditions to the City's Profile
- Load Mandatory/ Optional Document Instructions

The City System Administrators will work in conjunction with SicommNet to deliver System Training to System Users, which may include a variety of methods including regional on-site (train the trainers) sessions, Internet-based training such as web-based training sessions (webinars), integrated help tools, and/or functional sample sites.

Buyer Training: Buyers will be provided with 18 hours of training, divided into two (2) sessions: basic and advanced training.

Basic buyer training covers some of the topics listed for requisitioners above, plus the following topics:

- How to create and release an RFQ to the Internet
- How to amend an RFQ
- How to create an award
- How to find history information
- Questions and Answers
- Practice sessions

Advanced buyer training covers these additional topics:

- More options for creating and editing awards
- Multiple awards
- Change orders
- Questions and Answers
- Practice sessions

Buyer/Requisitioner Approver Training: Buyer Approver training consists of two (2) hours of instruction, which covers the following:

- Review/approval of documents awaiting action
- Rejection of documents awaiting action
- Questions and Answers
- Practice sessions

ICATALOG

System Administrator Training: System Administrators are responsible for the set-up, configuration, and ongoing maintenance of the iCatalog system. The System Administrators' main responsibility is to establish a hierarchy and maintain both users, user roles, and buy groups in the system.

Before training begins, the System Administrators will analyze current business processes and collect the information necessary to create the workflows that they will load in the system. The System Administrators will be trained on how to create, edit, and maintain this information. The training consists of twelve (12) hours of hands on instruction.

In addition to specific instruction on the administration functionality, System Administrators will also receive the same training as the shoppers and approvers.

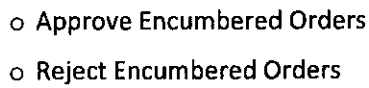
- System Administrator Training
 - Introduction to the System
 - Identify Users/Approvers
 - Load Users and Approvers
 - Assign Roles
 - Create Buy Groups
 - Assign and Un-assign Contracts
 - Upload Contracts to Catalog
 - Manage Catalog data
 - Look up User IDs and Passwords
 - Generate reports
 - Show purchasing History by departments
 - View and Update Contract Assignments
 - View and Update Contract Items
 - View the Audit Log
 - Maintain Hierarchy

Shopper Training: Shoppers will be provided with four (4) hours of training which covers the following:

- Know the purpose of the iCatalog System
- Know the appropriate Training and Production URLs
- Log on and off of the system
- Change User Profile information
- User Id and Password
- Contact information
- Access Archived Orders
- Search for products and services using various search criteria
- Keyword
- Supplier Name
- Contract ID
- Create a Purchase Order
- Review and Edit Purchase Orders
- Split Orders
- Change Ship To Address
- Edit Quantities
- Edit/Remove Products and Services
- Manage Accounts
- Apply a Payment to an Account
- Select a Pre-loaded Account
- Manage Allocation Lists
- Adding and Deleting Accounts
- Review Allocation Lists
- Release orders for approval
- Knowledge of email notification
- Know when notifications are sent at various stages of the document
- Access the Help system

Approver Training: Approvers will be provided with two (2) hours of training. **Approver training covers the following;**

- Approve Orders
- Reject Orders



Supplemental training materials are provided as upgrades and new functionality are released. Once a year, these supplemental materials are consolidated and written into the respective User Manual. Short collaborative web based trainings covering the new functionality may also be offered to interested users.

Online manuals are available to users and suppliers within the System, and provide detailed help functionality and step-by-step instructions.




Information Services Agency Portfolio Management Process and Enhanced Access Initiatives

Enhanced Access Review Committee

October 21, 2009

Amber Craig



Portfolio Management

- Governance
 - Re-instituting the Functional Groups and IT Team as designed by Ordinance
 - Identified Objectives and Roles & Responsibilities for Groups and Team
- Inventory
 - Developed initial portfolio inventory
 - Developed process to input new initiatives into the inventory beginning with an Initiative Request Form
 - Prioritization of the inventory
 - Internal vs. External based on size / complexity of initiative
 - Criteria: Business Fit, Return on Investment (ROI), Risks, Citizen Facing, Complexity, Mandated, Funded, Timeline
- Process
 - Developed communications strategy for ISA portfolio
 - Developed detailed process flow
 - Enhanced Access initiatives

Five Functional Groups: Financial, Public Safety, Judicial, Citizen Services, Internal Services

All Departments / Agencies will be represented, if they choose to be

ISA working with Department / Agency leadership to make appointments to Functional Groups

Functional Groups will elect a lead who will represent them on the IT Team in addition to CIO and Program Manager for major vendor (NG)

Failed in past, so ISA has put a large effort into developing structure for Groups and Team through objectives, roles and responsibilities, etc

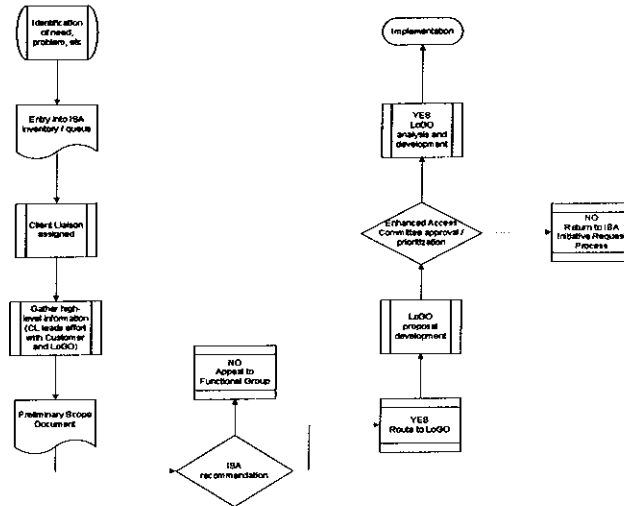
Inventory built on existing and known upcoming initiatives

Developed Initiative request form

Developed prioritization criteria for Groups and Team



Enhanced Access Initiatives



Leading the way in Strategic Enterprise-wide Technology



QUESTIONS?

INFORMATION SERVICES AGENCY
200 E. Washington Street, Suite 1942
www.indy.gov
317-327-3100

TREASURER'S REPORT
Enhanced Access Fund
for IT board

(prepared 10/21/09)

Fund Balance August 18, 2009	\$1,171,182.11
20/216 Enhanced Access	
Charges against the Enhanced Access Fund	\$0.00
Receipts	\$38,022.96
Fund balance October 21, 2009	\$1,209,205.07
 20/216 Enhanced Access	 \$1,209,205.07
Outstanding Liabilities	\$0.00
Recorders office request for revenue	(\$120,000.00)
Clerks office request for revenue	(\$50,000.00)
Net Enhanced Access Funds Available	\$1,039,205.07
(Fund balance less outstanding Liabilities)	